

# Quality Assurance

## **OUTCOME:**


**Improve training, information systems and quality assurance to support practice improvement**

- **Staff Training and Development**
- **Resource Family Training**
- **Training for Contracted Service Providers and Stakeholders**
- **Statewide Information System**
- **Indian Child Welfare compliance**
- **Quality Improvement**


**ALL STAFF TRAINING GOALS AND ACTION STEPS ARE SUBJECT TO 2005 BUDGET REQUESTS.**


Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
39.1	Increase array of training opportunities and expectations for staff participation.	39.1.1	Develop and implement a policy requiring mandatory staff training on an ongoing basis. a. Develop policy recommendation. b. Management team reviews and approves appropriate recommendations. c. Adjust learning system data base to track compliance with policy requirements. d. Communicate policy to all employees. e. Implement policy. f. Report every 6 months.	9/04 10/04  11/04 12/04 1/05 6/05-12/06	Task Completion Task Completion  Task Completion Task Completion Task Completion ASPEN	<u>Practice Improvement</u>	Items 14, 33	Reform
		39.1.2	Develop and implement additional training programs to include: a. Supervisor's academy. b. Program Managers academy. c. Advanced CPS Investigators Training d. Specialized adoption training track e. Succession/leadership plan f. Implement other trainings as identified throughout Comprehensive Reform Plan.	1/05 ongoing 1/05 ongoing 9/04 ongoing 9/04 ongoing 9/04 ongoing 9/04 ongoing	Task Completion Task Completion Task Completion Task Completion Task Completion	<u>Practice Improvement</u>		
		39.1.3	Fully implement competency testing following academy training.	1/05	Task Completion	<u>Practice Improvement</u>		
		39.1.4	Increase training on Government to Government principles, Tribal/State agreement, and ICW provisions. a. Incorporate ICW training into the new employee orientation. b. Require training on Government to Government	9/01 1/05	Task Completion Task Completion	<u>Practice Improvement</u>		


			principles, Tribal/State agreement and ICW provisions for all CA management.	9/01 ongoing	Task Completion			
			c. Revise ICW training module to include ICWA and Tribal/State agreement.	1/05 ongoing	Task Completion			
			d. Expand mandatory ICW training to include supervisors, line managers and program managers.	1/05 ongoing	Task Completion			
			e. Provide ICW training for foster parents and clerical staff at annual conferences.	1/05 ongoing	Task Completion			
		39.1.5	Implement statewide revised diversity training program for all staff.	9/04 ongoing	Task Completion	<u>Practice Improvement</u>		Reform
		39.1.6	In collaboration with community partners, implement annual diversity conference.	5/05 ongoing	Task Completion	<u>Practice Improvement</u>		Reform

<div></div> <div>40. Resource Family Training Action Steps</div> <div>ALL RESOURCE FAMILY TRAINING GOALS AND ACTION STEPS ARE SUBJECT TO 2005 BUDGET REQUESTS.</div>								
Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
40.1	Increase array of training opportunities and expectations for licensed resource families.	40.1.1	Develop and implement a policy requiring ongoing training for caregivers. a. Workgroup develops policy recommendations b. Management team reviews and approves appropriate recommendations. c. Adjust learning system data base to track compliance with policy requirements d. Communicate policy to staff and caregivers e. Implement policy. f. Report every 6 months	9/04 10/04  11/04  12/04 1/05 6/05-12/06	Task Completion Task Completion  Task Completion  Task Completion Task Completion	<u>Practice Improvement</u>	Item 34	

		40.1.2	Implement other trainings as identified throughout the Comprehensive Reform Plan.	9/04 ongoing		<u>Practice Improvement</u>		Reform
40.2	Increase array of training opportunities for non-licensed caregivers.	40.2.1	Expand training opportunities for non-licensed caregivers (e.g. PRIDE training) a. Identify training opportunities available to non-licensed caregivers. b. Provide non- licensed caregivers training section on CA internet resource family training institute home page. c. Disseminate non-licensed caregiver training information to CA staff. d. Access to training implemented.	12/04 12/04 1/05 9/04	Task Completion Task Completion Task Completion Task Completion	<u>Practice Improvement</u>		Reform
		40.2.2	Expand ICW training opportunities to all caregivers. a. Identify existing training which could incorporate ICW learning (e.g. pre-service training, conferences). b. Identify feasibility of stand alone ICW training for caregivers. c. Develop any required curriculum. d. Pilot test curriculum. e. Develop and implement caregivers ICW training plan.	9/04 1/05 3/05 4/05 9/04 Ongoing	Task Completion Task Completion Task Completion Task Completion Task Completion	<u>Practice Improvement</u>		Reform
		40.2.3	Implement other trainings as identified throughout the Comprehensive Reform Plan.		Task Completion	<u>Practice Improvement</u>		Reform

<div></div> <div>41. Training for Contracted Service Providers and Stakeholders Action Steps</div> <div>ALL TRAINING GOALS AND ACTION STEPS ARE SUBJECT TO 2005 BUDGET REQUESTS.</div>								
Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
41.1	Increase array of training opportunities for contracted service providers and stakeholders.	41.1.1	In collaboration with contracted providers, develop and implement a comprehensive training strategy for contracted providers, including required diversity and ICW training. a. Workgroup develop strategic plan for contract service provider training including oversight/advisory committee. b. CA management team reviews and approves strategic training plan. c. Complete training needs assessment. d. Develop required curriculum and training programs. e. Develop a process to track attendance. f. Develop and distribute annual training calendar. g. Implement 1 <sup>st</sup> year training calendar. h. Report every 6 months.	8/04	Task Completion	<u>Practice Improvement</u>  <i>External Relations(a)</i>		Reform
				9/04	Task Completion			
				10/04	Task Completion			
				11/04-6/05	Task Completion			
				12/05	Task Completion			
				12/05	Task Completion			
				1/05-6/05	Task Completion			
				6/05-12/06	Task Completion			
		41.1.2	Provide access to ICWA training to CASA's and GAL's, a. In collaboration with CASA/GAL's determine training needs and delivery options. b. In collaboration with CASA/GAL's develop and implement ICW training plan	1/05	Task Completion	<u>Practice Improvement</u>		Reform
				6/05	Task Completion			

<div></div> <div>42. Statewide information system Action Steps</div>								
<u>ALL GOALS AND ACTION STEPS PERTAINING TO THE STATEWIDE INFORMATION SYSTEM ARE SUBJECT TO 2005 BUDGET REQUESTS.</u>								
Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
42.1	Increase capacity and efficiency of the statewide information system.	42.1.1	Complete CA information system assessment through external contracted review	7/04	Task Completion	<u>CATS</u>		Reform
		42.1.2	Implement review recommendations. <u>Subject to 2005 budget request</u>	TBD				Reform

<div></div> <div>43. Indian Child Welfare compliance Action Steps</div>								
Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
43.1	Increase compliance with the Indian Child Welfare Act (ICWA).	43.1.1	Develop and implement a policy requiring notice to the Tribe within one working day of identification of a child's Tribal and/or Band affiliation for children in out-of-home placement to increase Tribal involvement in case planning.	12/04	Task Completion	<u>Program &amp; Policy</u> <i>External Affairs</i>	Item 14	
		43.1.2	Collaborate with Court Improvement Plan Committee to develop a process for inquiry as to Tribe and/or Band affiliation at shelter care hearing.	TBA	Task Completion	<u>Program &amp; Policy</u>	Item 14	

		43.1.3	Develop a statewide case review quality assurance model to monitor and improve compliance with ICWA. <u>Subject to 2005 budget request</u> a. In consultation with Tribes establish a case review steering committee to review the current Quality Assurance Case Review system and develop a model for reviewing ICW cases. b. Budget decision c. Steering committee presents ICW case review model and implementation plan to CA management team and IPAC d. Provide training to CA and Tribal case reviewers e. Provide orientation to CA staff and Tribes on the ICW case review model f. Implement the model. g. Provide annual ICW case review report to Governor, Tribes, CA staff and management on compliance with ICWA.	1/05-9/05  7/05 9/05  10/05 11/05-12/05  1/06 1/07	Task Completion  Task Completion Task Completion  Task Completion Task Completion  Task Completion	<u>Practice Improvement</u>  <i>External Relations (a, c)</i>		Reform
		43.1.4	Conduct a census of CA Indian children and families who are clients of CA, to include: Identify the name, Tribe, Nation, Band, other Tribal affiliation, services, siblings, and length of stay in care.	1/05	Task Completion	<u>Program and Policy</u>  <i>Field Operations</i>		Reform
		43.1.5	All relevant CA contracts will contain ICW components providing Tribal access to referrals to services and	7/05	Task Completion	<u>Program and Policy</u>		Reform
		43.1.6	Include ICW compliance as a part of performance evaluations for staff providing case management services to ICW cases.	1/05	Task Completion	<u>Field Operations</u>		Reform
		43.1.7	Each office will have access to ICW specialists who will serve as a resource to other workers on ICW issues. a. Define the role of the ICW specialist. b. Identify ICW specialist c. Provide training to ICW specialist d. Implement ICW specialist consultation role	9/04 10/04 12/04 1/05	Task Completion Task Completion Task Completion Task Completion	<u>Field Operations</u>  <i>Practice Improvement (c)</i>		Reform

44. Quality Improvement Action Steps								
Goals		Action Steps/Benchmarks		Dates of Achievement	Method of Measurement	Lead(s)	CFSR/Program Improvement Plan or Reform Item	
44.1	Improve practice through self-assessment and data monitoring.	44.1.1	Implement revised case review model to meet COA, CFSR and CA requirements <ul style="list-style-type: none"> <li>a. Complete development of revised mode</li> <li>b. Develop revised regional peer review program</li> <li>c. Pilot test new case review model</li> <li>d. Provide training to peer reviewers and central case reviewers on the new model</li> <li>e. Orientate CA staff to new case review model</li> <li>f. Implement new case review model</li> <li>g. Report every 6 months on case review results</li> </ul>	7/04 7/04 8/04 9/04  9/04 10/04 7/05-7/07	Task Completion Task Completion Task Completion Task Completion  Task Completion Task Completion	<u>Practice Improvement</u>		Reform
		44.1.2	Implement and support standing CQI teams in all 44 CA offices <ul style="list-style-type: none"> <li>a. Establish teams in all 44 offices</li> <li>b. Provide initial training to teams</li> <li>c. Provide ongoing support to teams</li> </ul>	9/04-12/04 9/04-12/04 1/05 Ongoing	Task Completion Task Completion Task Completion	<u>Practice Improvement</u>		Reform
		44.1.3	Provide training to regional managers, supervisors and CQI teams in the utilization of data to improve practice <ul style="list-style-type: none"> <li>a. Provide initial training</li> <li>b. Provide follow up training</li> </ul>	9/04-12/04 3/05-6/05	Task Completion Task Completion	<u>Practice Improvement</u>		Reform